

**Office of the Attorney General**  
Human Resources  
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Indianapolis, IN 46204  
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317-232-7979 (fax)



# **JOB POSTING**

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

## **Claims Representative Unclaimed Property Division**

### **DUTIES:**

- Review claim forms for accuracy and adequate documentation proving rightful ownership of property.
- Communicate with claimants and/or legal representatives throughout the claims process.
- Compose clear and professional e-mail and written correspondence as needed.
- Understand and uphold statutory rules and division policies.
- Research records as needed in claims review process.
- Document all work in electronic database.
- Maintain clear and organized physical and electronic files and work papers.
- Work in rotation and cooperation with other Claims Representatives.
- Assist walk-in constituents as needed.
- Initiate and mail claim forms as needed.
- Assist in other division section projects as needed.
- Participate in Agency/Division outreach programs as requested.
- Other duties as assigned.
- Report to Claims Supervisor.

### **QUALIFICATIONS:**

- College or Associates degree required.
- Prior professional work experience and recommendations required.
- Possess a sense of urgency; proven ability to work under pressure and meet deadlines.
- Proven team-working skills.
- Ability to be proactive and take initiative.
- Ability to assess and analyze issues.
- Excellent organizational skills.
- Ability to prioritize and work flexibly as new projects or issues develop.
- Proven strong verbal and written communication skills.
- Proven strong customer service skills.
- Fluency in MS Word, Outlook programs; experience using database software and MS Excel preferred.